

Status of Audit Resolution

December 2001

Agency: 240

Department of Licensing

Audit Number	Finding Number
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6242	1	Finding:	The Department of Licensing does not have adequate controls over cash receipts at selected Licensing Service Offices.
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Resolution/Status: The Department of Licensing (DOL) concurs with this finding and has taken the following corrective action:

- €# Implemented corrective procedures including consolidation and standardization of Trend Reports, and Quarterly Review and Security Inspections.
- €# Instituted performance agreements with District Managers and Regional Managers, which stipulate that quarterly reviews will be conducted within 60 days of the end of each quarter.
- €# Added the responsibility to ensure these reviews are conducted in accordance with agency policy to the Driver Services Division Security Manager's job duties.
- €# Implemented procedures to have the Office of System and Program Review perform random reviews of office operations. This includes verification that the District and Regional Managers are completing reviews in a timely manner.
- €# Provided managers and staff with written expectations to comply with these procedures.

DOL will also take the following corrective action:

- €# Contract with a vendor to convert the current office computer program to a Windows based system for increased system security. The new system will provide use of separate logons and passwords for all users.

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